messagemedia

THE SMS SPECIALISTS

WebSMS User Manual

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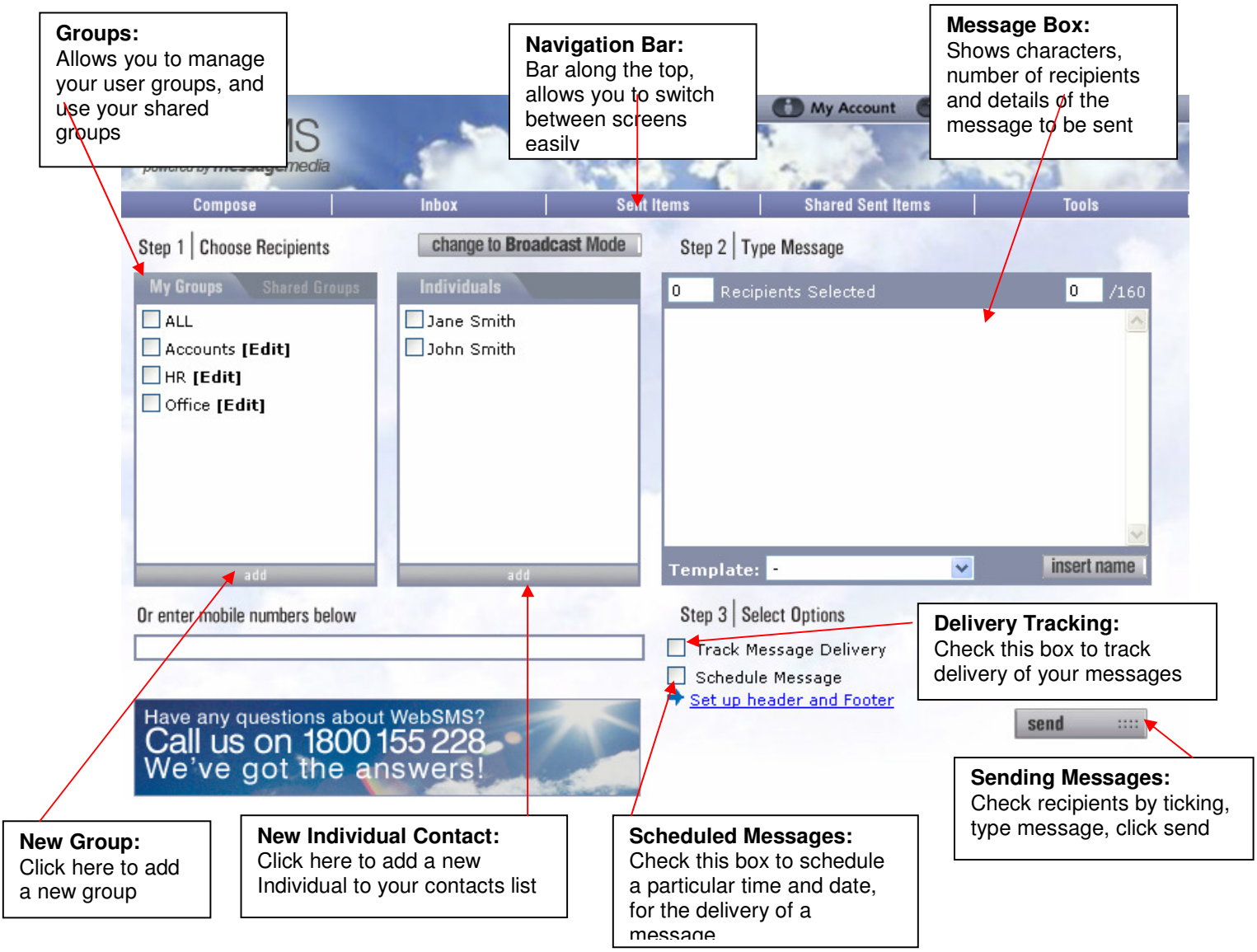
1.0 Welcome to WebSMS

messagemedia has developed the WebSMS service with a focus on being simple to use, yet feature-rich. WebSMS allows you to log onto any computer with an internet connection, and access your computer-to-SMS service. This service has multiple features making it ideal for business SMS messaging.
Importantly, we are happy to step you through the various features or answer any questions you have about using the service – **Please call us on 1800 155 228**

1.1 Overview

The main WebSMS interface is the Compose Message window. Within this screen you are able to add and delete names from your phone book and send SMS messages.



2.0 Getting Started – Logging into WebSMS

You can log onto your WebSMS account from any computer with an internet connection.

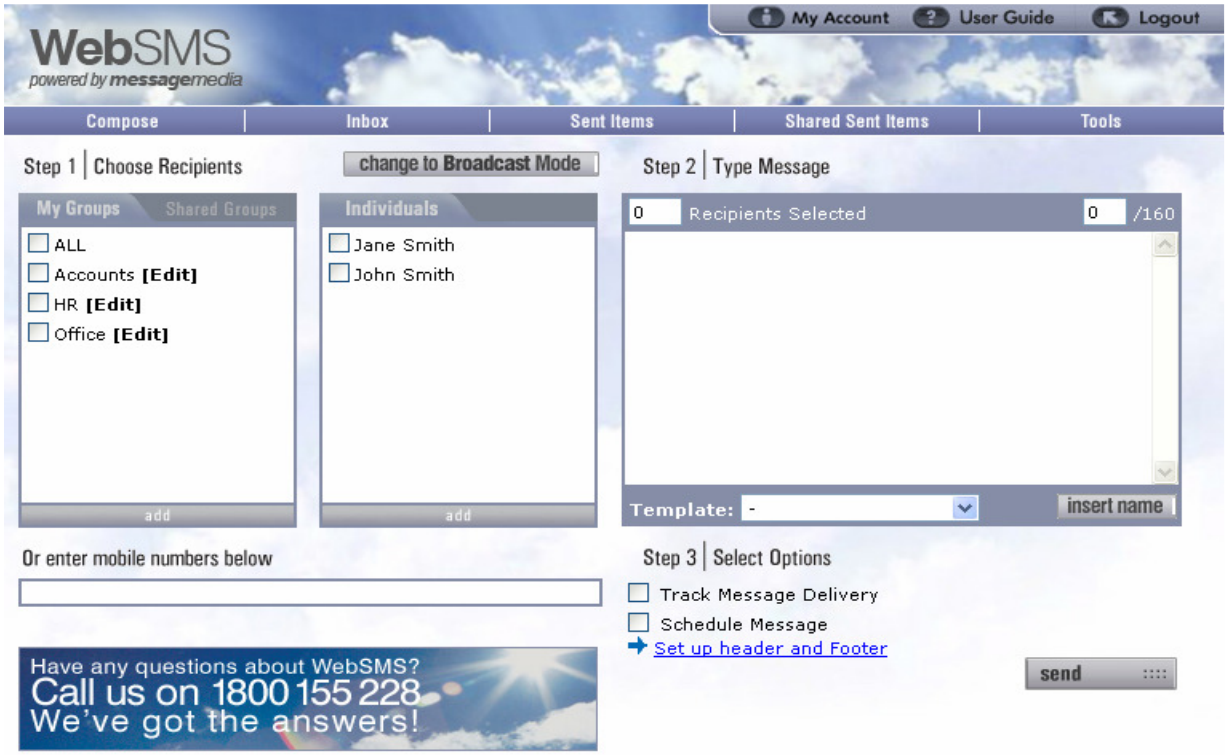
Step 1: Access the website: www.websms.message-media.com.au/
The following login prompt will appear:

Step 2: Enter the email address that you registered with our operations support staff, and the password that was provided to you, and then click 'OK'.

Step 3: You can also choose to remain logged into your account if you need to access an external site, by ticking the check box located under the password textbox.

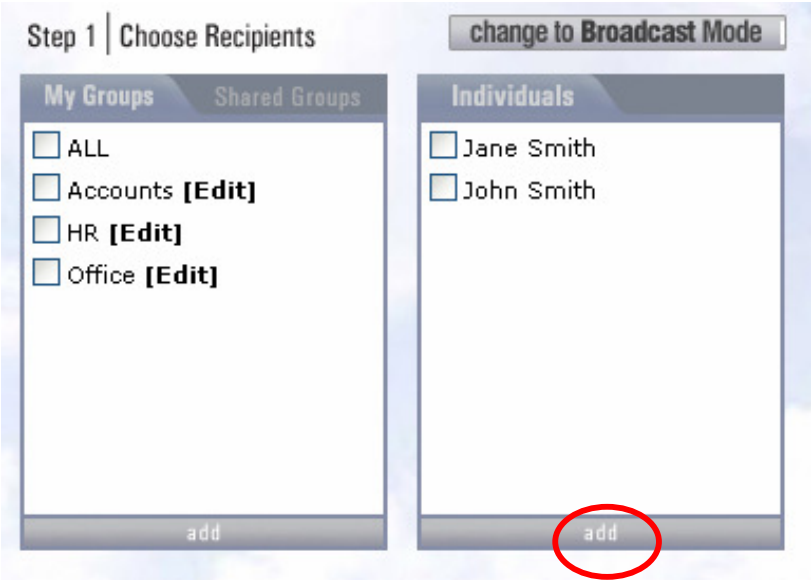
3.0 Managing your Phone Book

The start page of your WebSMS account will be the Compose tab (shown below):



3.1 Individuals

You can manage your WebSMS contacts by adding groups and by adding individuals. Entries below the “Individuals” tab, display the list of individuals within the highlighted group.



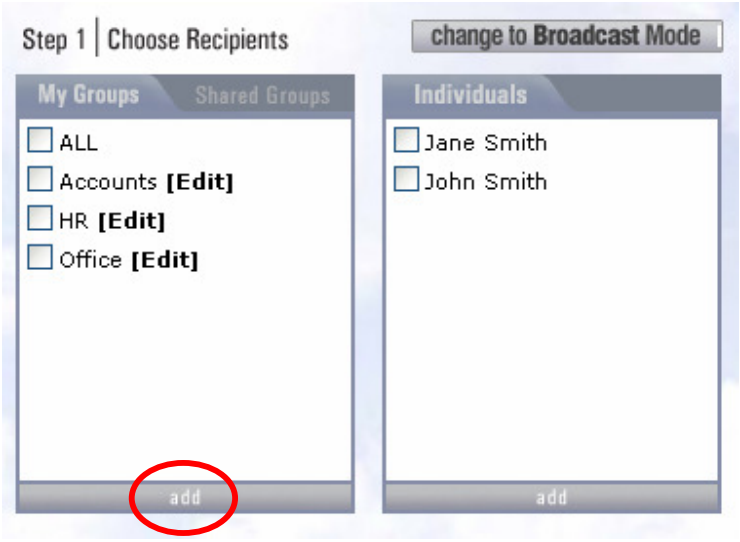
Step 1: To add individuals to the ‘Individuals’ section, click the ‘add’ button, located below the individuals list. The following screen will appear:

Step 2: Type in the name of the individual, their mobile contact number and tick any groups that you want this individual to be listed in.

Step 3: Click the ‘OK’ button (If at any time you want to cancel, click ‘Cancel’ to return to the main screen). Note that the above process will only add individuals to groups located in the ‘My Groups’ section.

3.2 My Groups

The “My Groups” tab is the location of all groups specific to your account. Any groups that you add to this section can only be viewed by logging into WebSMS with your own email and password.



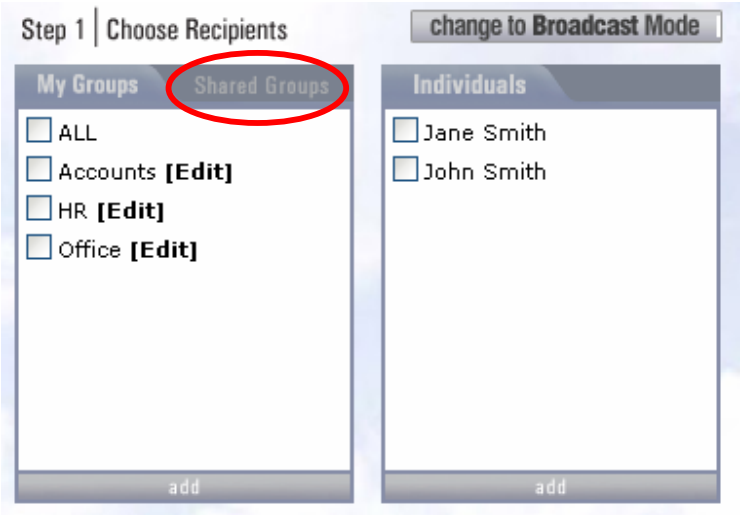
Step 1: To add groups to the ‘My Groups’ section, click the ‘add’ button in the My Groups section, the following screen will appear:

Step 2: Type in the name of the group in the “Group Name” text box field and tick any individuals that you want to add to this group.

Step 3: Click the ‘OK’ button (If at any time you want to cancel, click ‘Cancel’ to return to the main screen).

3.3 Shared Groups

The “Shared Groups” tab is the location of phone book groups made available to all your company’s WebSMS users, which are set by your WebSMS administrator. Only your company’s designated administrators can manage these groups and individuals, while all your company’s WebSMS users can view and send messages to the groups.



3.4 Managing Shared Groups (Administrators Only)

Step 1: To add groups to this section, click on the ‘Shared Groups’ button and then the ‘add’ button under the “My Groups” section. The following screen will appear:

Step 2: Enter the name of the Shared Group that you want to add in the “Group Name” box.

Step 3: Tick any existing Individuals that you want to add to this group in the individuals list. Click “OK” and the group will be added to the Shared Groups list.

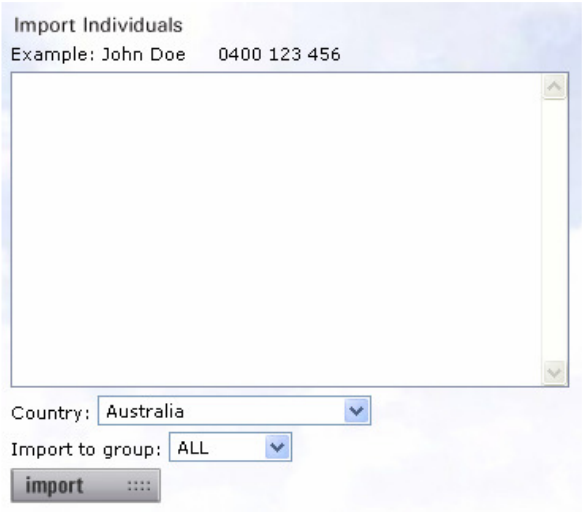
3.5 Adding a Single Individual to a Shared Group

Step 1: To add a single user to this section, click on the “Shared Groups” button and then click the ‘add’ button under the “Individuals” section. The following screen will appear:

Step 2: Enter the name and mobile number of the individual that you want to add.
Step 3: Tick the boxes next to the groups to which you want to add the individual. Click ‘OK’ to complete.

3.6 Bulk Import of Individual Contacts

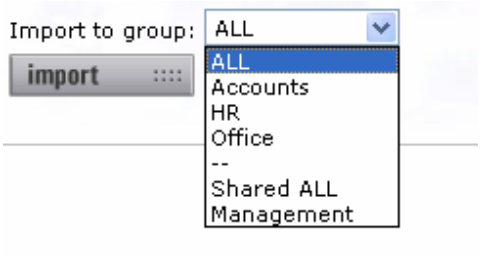
Step 1: Click on the “Tools” tab along the top of the WebSMS interface.
Step 2: Click on the link labeled ‘Import Contacts’.



Step 3: Copy and paste the names and mobile numbers from a database or text formatting program. NB** Name and phone number must be separated by a tab, or a column. For example: Michelle Bishop 0412693654

Step 4: Select the group to which you want to import these individuals to (next to the heading "Import to group :"). You can import into shared groups or into your own groups within your login. In the list, ALL of your own groups will appear at the top, and ALL of your account's shared groups will appear below (separated by a '–'character). Simply select the group to which you wish to import and this will occur.

NB* you can only import into 'Shared Groups' if you are an account administrator. If you cannot see the options below for 'Shared All' etc. then contact your administrator.



Step 5: Click "Import" to complete.

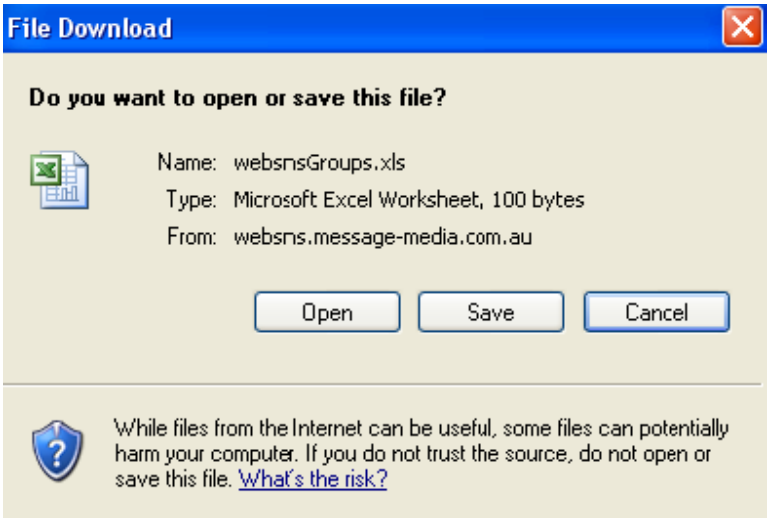
3.7 Exporting Groups to Excel

WebSMS users are able to download all groups within WebSMS to a Microsoft Excel file. This file will be compatible to import in the future, and to use with other programs (or just to keep for reference).

Step 1: Click on the "Tools" tab.
Step 2: Click on the link labeled "Export Contacts".
Step 3: Select which group to export from the drop down list (See Below).

Please Note:
WebSMS users with non administration rights can only select the groups above the dotted line

Step 4 A message-box will appear, prompting you to open or save the excel sheet.


File Download
Do you want to open or save this file?
Name: websmsGroups.xls
Type: Microsoft Excel Worksheet, 100 bytes
From: websms.message-media.com.au
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

3.8 Bulk Delete Contacts

If needed, WebSMS allows for bulk deletion of contacts. To allow for bulk deletion of contacts, exporting groups individually to an excel sheet must be completed initially.

Step 1: Select the groups which contain the number of individuals/groups that need to be removed from your WebSMS account, then continue to export the selection to an excel sheet. Please refer to section 3.7 to export contacts.

Please note: WebSMS users with non administrative rights can only select the groups above the dotted line.

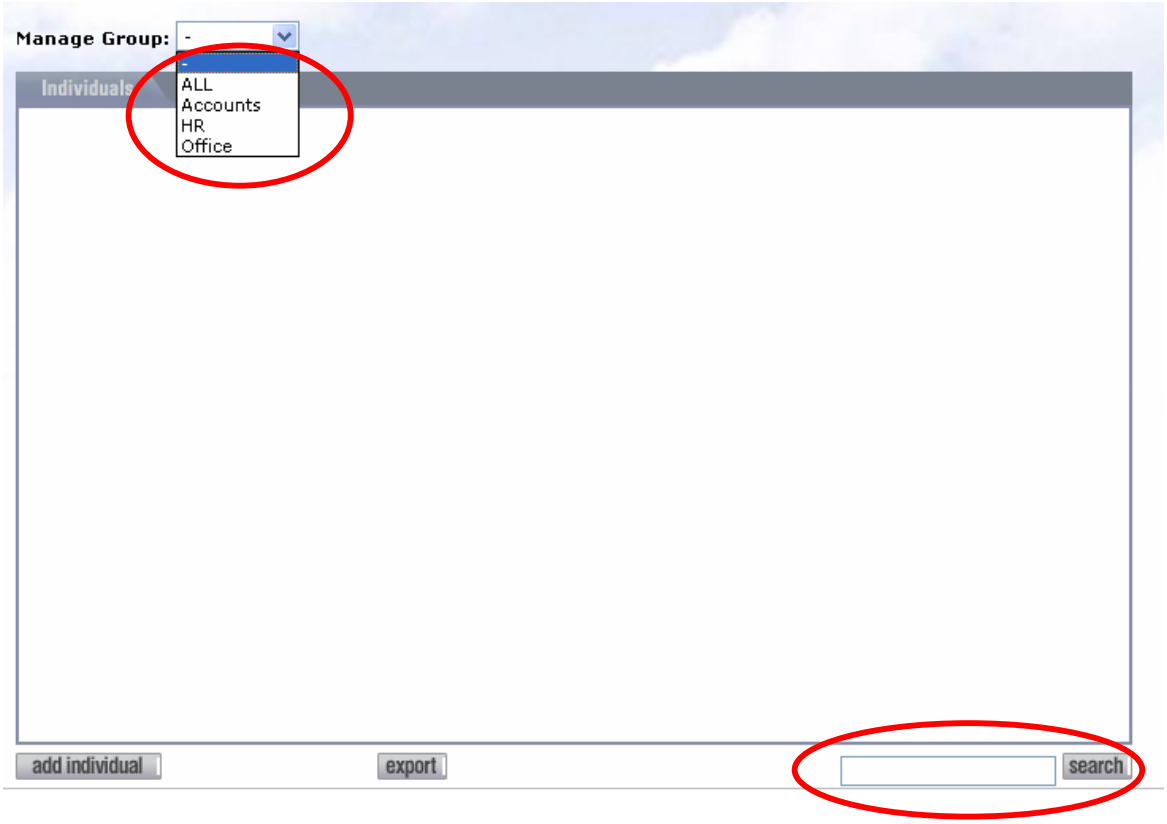
Step 2: Open the excel sheet which contains the individuals/group and select the mobile numbers that need to be removed, then click "Edit" > "Copy".
Step 3: Click on the "Tools" tab and then click on the link labeled "Bulk Delete".
Step 4: Under the heading "Bulk Delete Contacts", paste the mobile numbers into the text box below (See below).

Step 5: Click on “Delete Contacts”. A confirmation page will appear to verify the list of contact numbers that were successfully removed from your WebSMS phone book.

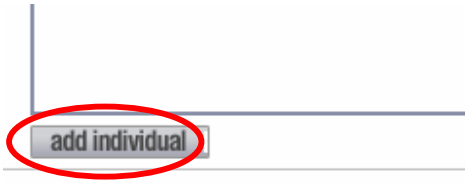
3.9 Manage Phone Book

The ‘Manage Phone Book” feature of WebSMS is an easy way to manage your phone book contacts. It allows you to easily view and manage the contacts in your phone book (both the **My Groups** and **Shared Groups**, but only administrators can view and edit shared groups.

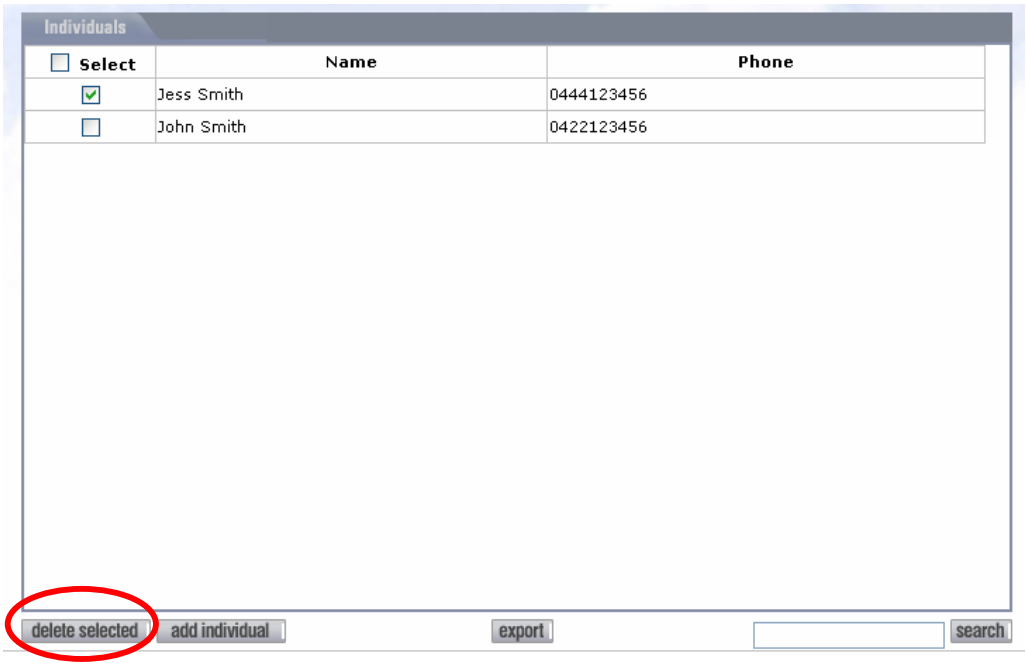
Step 1: Click on the “Tools” tab.
Step 2: Click on the “Manage Phone Book” link.
Step 3: Select a group from the list below, or enter a name or number to search for.



Step 4: To add an individual to a group(s), click the on the “add individual” button (See Below).



Step 5: Once you have selected the appropriate group using the drop down list or appropriate individual using the search feature, you can select to delete the individual by placing a tick in the box next to there name and clicking on the “delete selected” button (See Below).

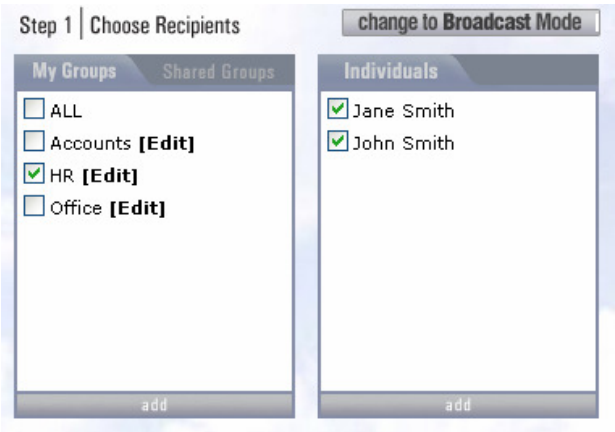


4.0 Sending Messages

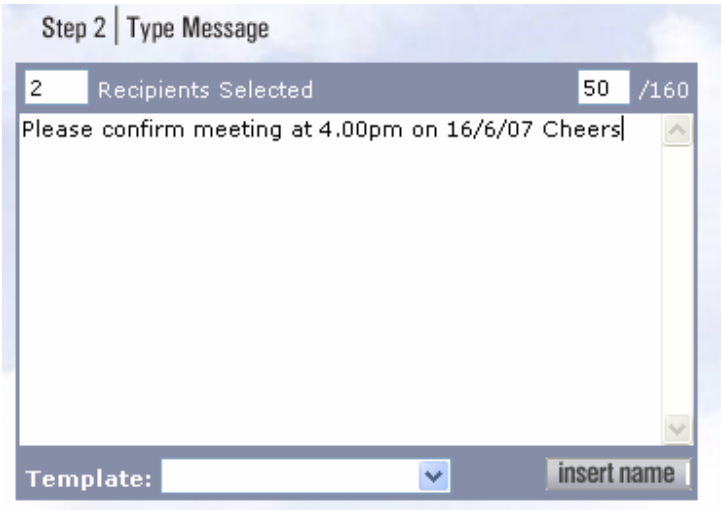
Now that you have populated your phone book, you are ready to send SMS Messages. To do this, use the following procedure:

Step 1: Choose a group or individual to whom you wish to send a message by clicking in the small box beside the group or individuals name.

When you select a group, all of the individuals within that group will automatically have ticks placed in their boxes.



Step 2: Type your message in the highlighted box. The number of characters you have used & the number of recipients that you have selected will show in the small boxes at top.



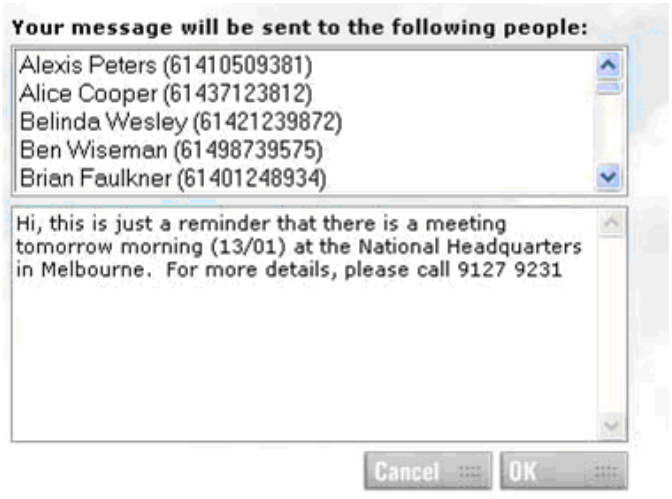
Step 3: Choose from the messaging options if you require notification of when the message was received. Please refer to section 6.1 on Deliver Tracking.

Step 4: Click the send button.

Once the message has sent, you will be taken back to the "Compose" screen.

4.1 Bulk Message Sending

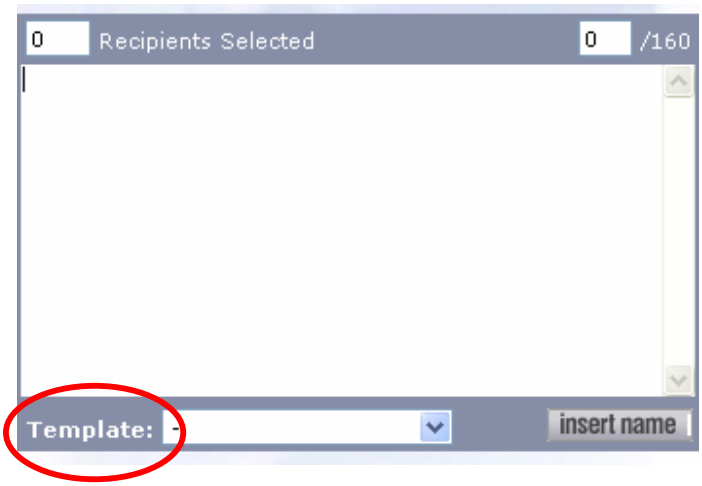
When using WebSMS to send a message to a group of 50 or more individuals, a "confirmation" message box will pop-up (as below) in order to verify the sending of this message to the desired recipients. This feature is included to avoid unwanted bulk sending of messages by alerting you of the high number of recipients before the messages are actually sent.


Your message will be sent to the following people:
Alexis Peters (61410509381)
Alice Cooper (61437123812)
Belinda Wesley (61421239872)
Ben Wiseman (61498739575)
Brian Faulkner (61401248934)
Hi, this is just a reminder that there is a meeting tomorrow morning (13/01) at the National Headquarters in Melbourne. For more details, please call 9127 9231
Cancel
OK

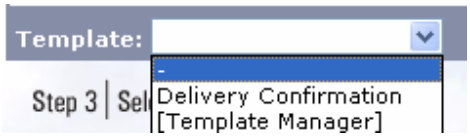
From this point, you can simply click “OK” to proceed and send the message, or “Cancel” to discontinue sending the message, in which case, all history of this particular message is discarded.

4.2 SMS Templates

When using WebSMS, continually reproducing similar SMS messages for sending can be tedious. This is why WebSMS allows for Templates to be set-up, which can populate an SMS at the click of a button.



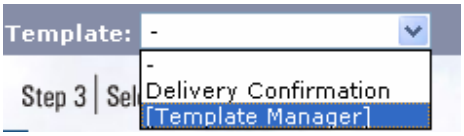
The “Template” option allows for you to create/edit/use templates at any time (See Below).



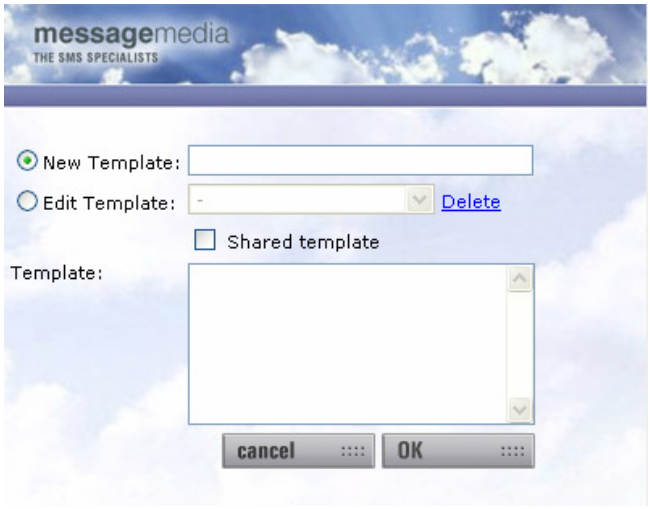
Click on the drop down menu next to the “Template” heading. Clicking the drop-down list allows for insertion of any templates that you have previously created and have already saved to your list (See Below).

4.3 Creating a Template

Clicking the drop-down list under the heading “Template” will also show an option for “Template Manager” (See Below).

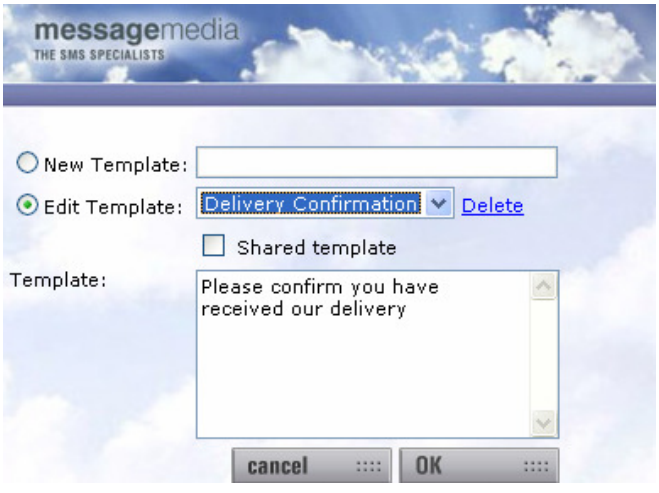


Clicking “Template Manager” will display the following Window. Just tick the “New Template” Option, enter an identifying name for your template, and enter the text in the box under the heading “Template” (See Below).



4.4 Editing / Deleting a Template

To Edit or Delete an existing Template, the same window as above is used. Once again, click the drop-down list under the heading “Use Template” and select the option for “Template Manager”. On the displayed window simply tick the “Edit Template” Option, and select the appropriate template from the drop down list. (See Below).

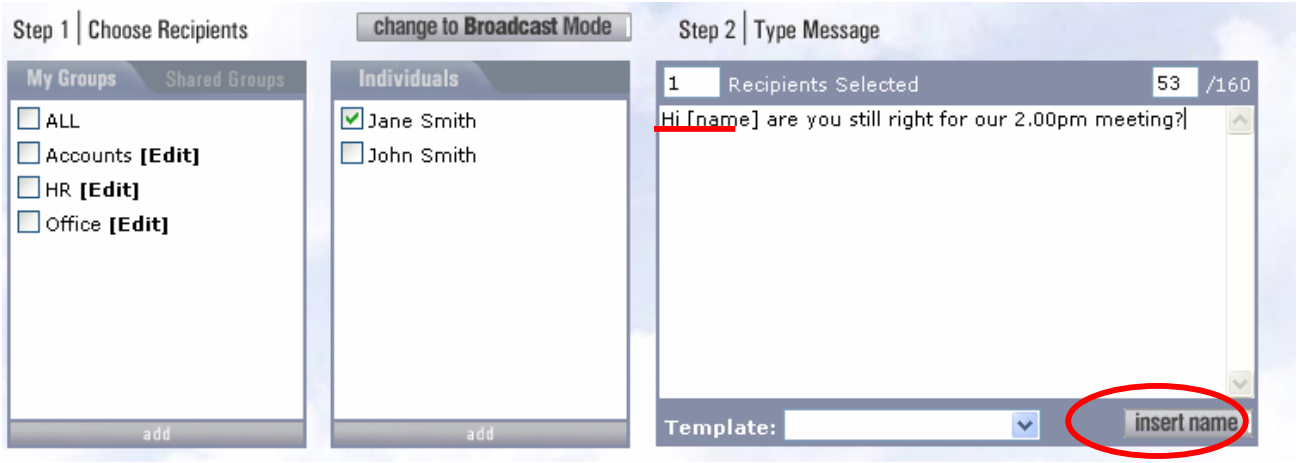


- To **Delete** this template, click the "Delete" link, and the template will be permanently deleted from WebSMS.
- To **Edit** this template, simply change the text in the "Template" box and click "OK" to confirm the changes.

NB* Template Names cannot be edited. To change the name of a template, you must delete it and then re-create it with the desired name.

4.5 Insert Name

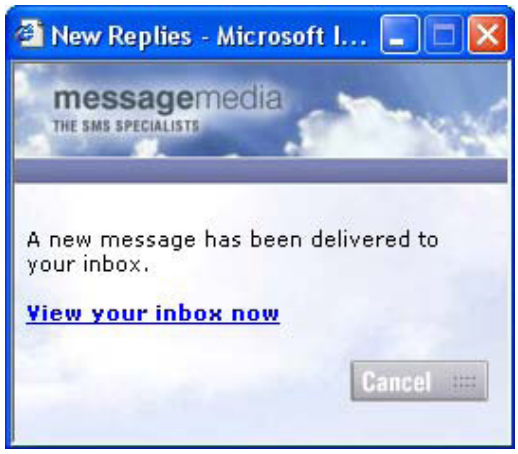
WebSMS allows you to automatically include the recipients name in a message by clicking the "Insert Name" button (See Below).



This function is particularly useful when sending to groups, allowing you to personalize each message sent.

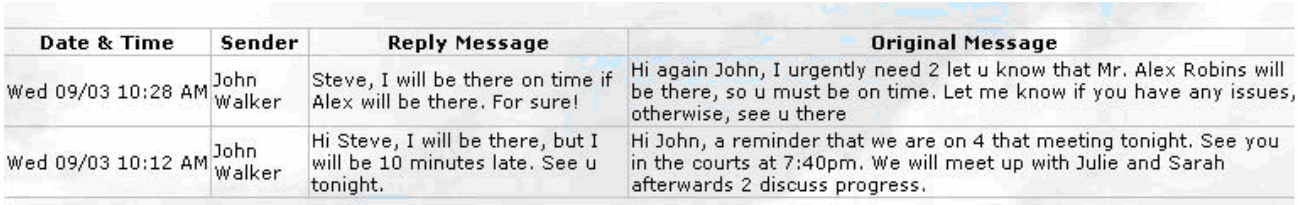
5.0 Receiving Messages

When a message is received, the WebSMS service will send an alert to the email account that you specified when signing-up (your login email address). Furthermore, the following Internet Explorer window will appear notifying you that you have new replies:



5.1 Viewing your Messages

Step 1: Click on the "View your inbox now" link.
Step 2: Your inbox will appear as the active tab on screen.



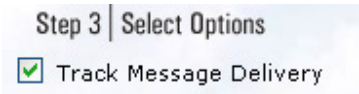
Date & Time	Sender	Reply Message	Original Message
Wed 09/03 10:28 AM	John Walker	Steve, I will be there on time if Alex will be there. For sure!	Hi again John, I urgently need 2 let u know that Mr. Alex Robins will be there, so u must be on time. Let me know if you have any issues, otherwise, see u there
Wed 09/03 10:12 AM	John Walker	Hi Steve, I will be there, but I will be 10 minutes late. See u tonight.	Hi John, a reminder that we are on 4 that meeting tonight. See you in the courts at 7:40pm. We will meet up with Julie and Sarah afterwards 2 discuss progress.

6.0 WebSMS Features

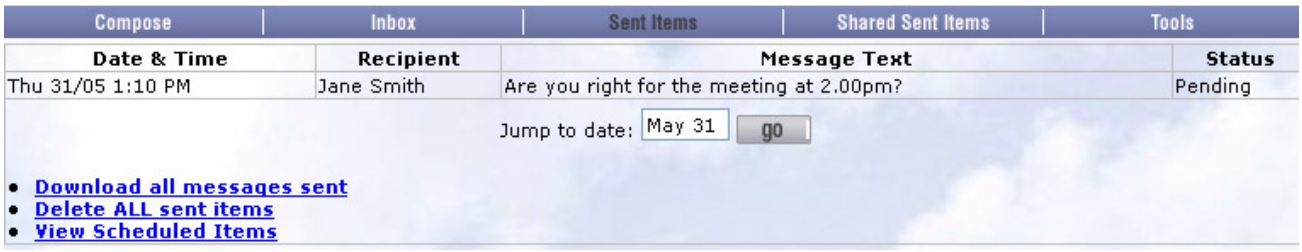
The major feature of WebSMS is that there is no requirement for software to be installed on your computer. Your messaging is done entirely via an Internet Explorer web browser and your account is set-up to be managed by yourself, for yourself. The features included in WebSMS are outlined in the following section.

6.1 Delivery Tracking

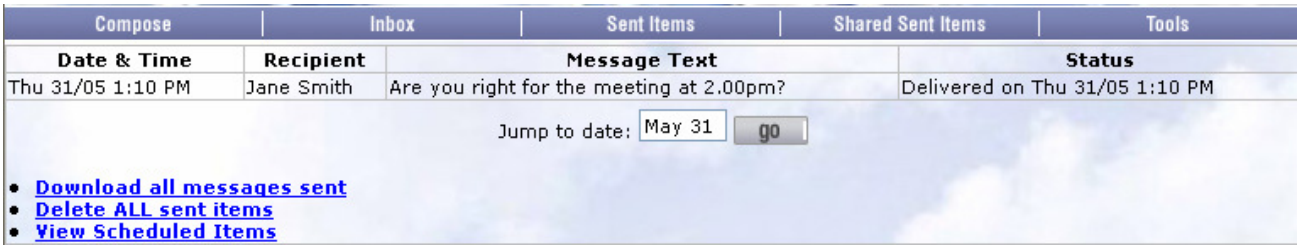
By selecting "Track Message Delivery", SMS Messenger will highlight the date/time a message reaches the recipients handset.



You will have a record of this delivery time for any messages that you send with Delivery Tracking in your "Sent Items" box AND your "Shared Sent Items" box. When initially sent, messages with Delivery Tracking will move into these "Sent Items" boxes with a Status of "Pending" (See Below).

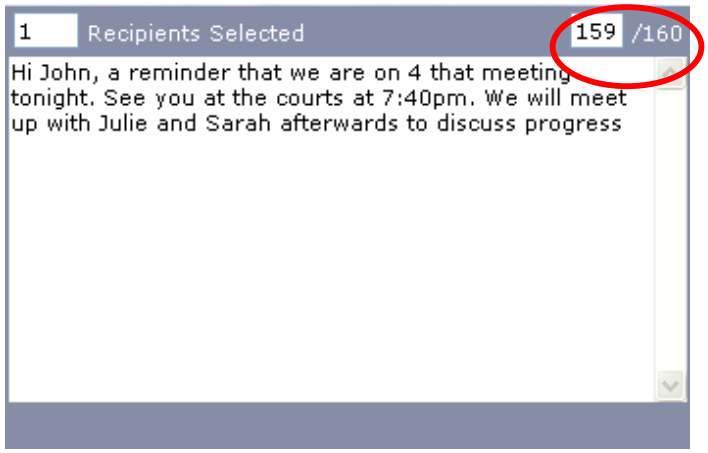


Once the message has been delivered to the recipient's phone, the status will come up showing "Delivered on…" and will show the data and time that the message was received from the network onto the recipient's phone. (See Below).



6.2 Character Limit

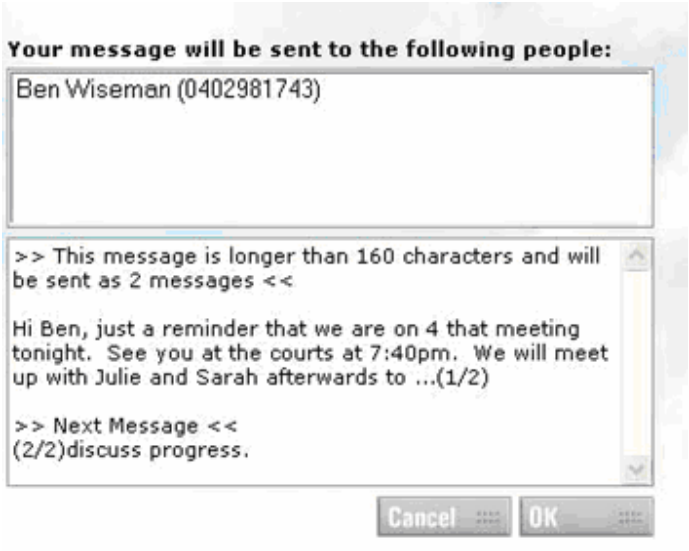
A standard SMS message takes a maximum of 160 characters. You will notice that WebSMS has a character limit which updates as you type the characters of your message into the "Type Message" box. (See Below)


1
Recipients Selected
159 /160
Hi John, a reminder that we are on 4 that meeting tonight. See you at the courts at 7:40pm. We will meet up with Julie and Sarah afterwards to discuss progress

If you type a message that is over the 160 character limit, the "Type Message" box will turn red. (See Below)

1
Recipients Selected
168 /160
Hi John, just a reminder that we are on for that meeting tonight. See you at the courts at 7:40pm. We will meet up with Julie and Sarah afterwards to discuss progress
LongText™ - Message is longer than 1 SMS

The red box above means that your message will be split up and sent in sequence as multiple messages. If you click "Send" while this box is red, a screen will pop-up detailing the format in which the message will be broken up (See Below).



The above box displays how the message will be split and sent to the intended recipients. Click "OK" to send as is, and "Cancel" to cancel sending the message.

6.3 Headers and Footers

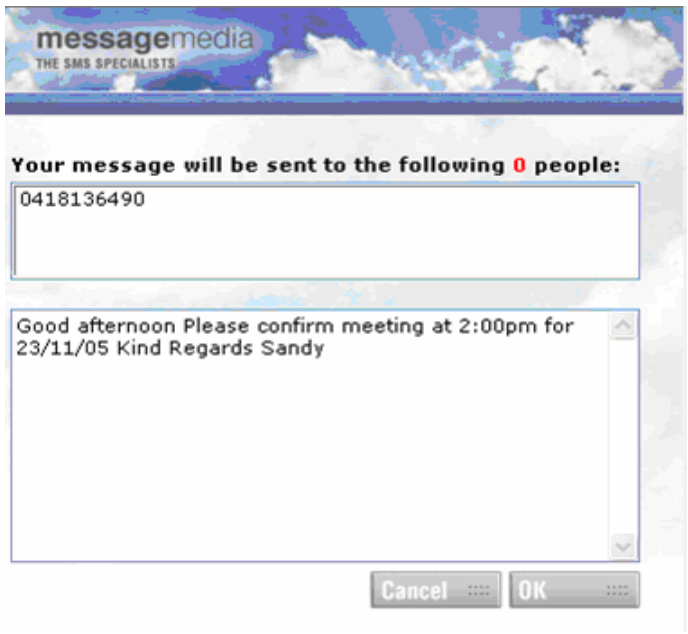
WebSMS allows you to specify a header and footer that will be displayed on all messages sent by WebSMS. The header will appear before the message text and the footer text will appear after the message text. Where there is room in the 160 character message for only one of either the header or the footer, the header will be included in preference to the footer. Where there is no room for the header or the footer neither will be included.

Step 1: Under the "Tools" tab, select "Change Header and Footer".

Step 2: A pop up menu will appear (Please see below). Enter the desired text for the header and footer. You can select a reminder to include the header and/or footer before each message is delivered by de-selecting the "Don't remind me to set up a header and footer" checkbox.

Step 3: The "Header and Footer" confirmation screen will appear notifying you that the header and footer has been updated, please click "Close".

Step 4: Once you have completed typing out your message, the "Message Confirmation" screen will display the full message, including the header and/or footer. Click "Ok" once you have verified the message content (See Below).

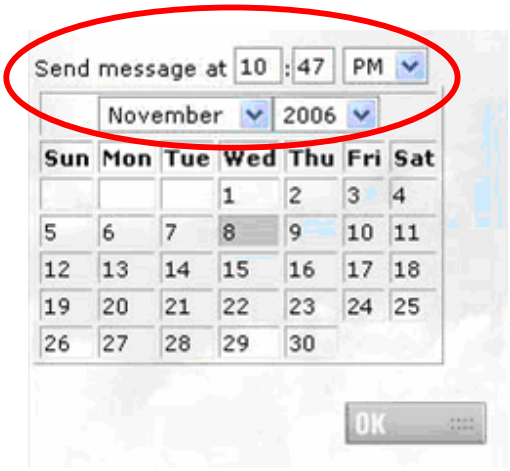

messagemedia
THE SMS SPECIALISTS
Your message will be sent to the following 0 people:
0418136490
Good afternoon Please confirm meeting at 2:00pm for 23/11/05 Kind Regards Sandy
Cancel
OK

6.4 Schedule Message

The "Schedule Message" feature in WebSMS is a great tool for ensuring that messages are received at a specific time and day.

Step 1: Once you have selected your message recipients and entered your message in the "Compose" screen, click on the "Schedule Message" check box located under the "Track Message Delivery" check box (See Below).

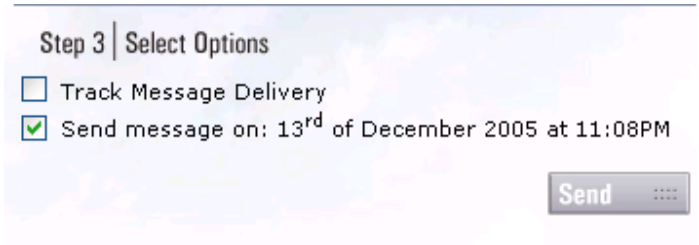
Step 2: The "Schedule Message" pop-up window will appear (Please see below). Next to the label "Send message at:" select the time you require your message to be delivered at and also the month, year and date. Click "Ok" when finished.



Step 3: WebSMS will take you back to "Step 3" in the compose window. A label next to the "Schedule Message" heading will reflect what you previously selected in the schedule message pop up window in step two. Once confirmed, to activate the scheduled message click "Send".

OR

If the date and time message is incorrect, simply un-tick the "Send message on: ….." check-box, correct the date and time in the "Schedule Message" pop up window and click "Ok" (See Below)



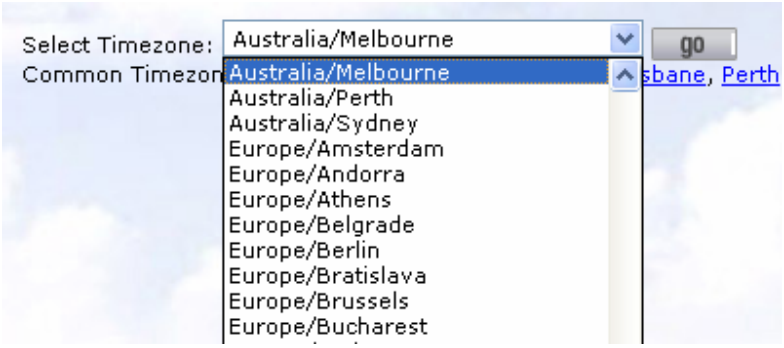
Step 4: The message confirmation pop up window will appear. Click "Ok" once you have verified the message content.

Step 5: To cancel or view scheduled messages, click on the "Sent Items" tab and then click the "View Scheduled Items" link. Locate which scheduled message that you require to be cancelled from the list and click the "Cancel" link.

6.5 Set Timezone

WebSMS will automatically display all times and dates in Australian Eastern Standard Time (AEST). If you are operating in another timezone, you can select to change the zone and all times and dates will be displayed in the relevant timezone.

Step 1: Click on the "Tools" tab.
Step 2: Click on the "Set Timezone" link.
Step 3: Select the timezone from the drop down list (See Below).

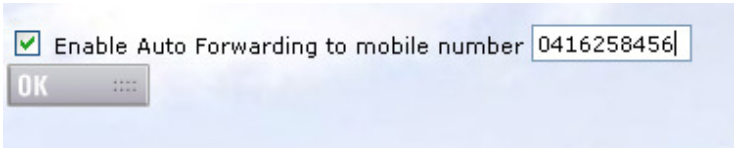


6.6 Auto Forwarding

The “Auto Forwarding” feature of WebSMS is particularly useful for accessing and receiving replies straight to your mobile, when you are unable to gain access to a PC. Any reply messages that are received in WebSMS can be forwarded to a specified mobile number. The original sender's number and name (if in your phone book) are entered at the start of the message.

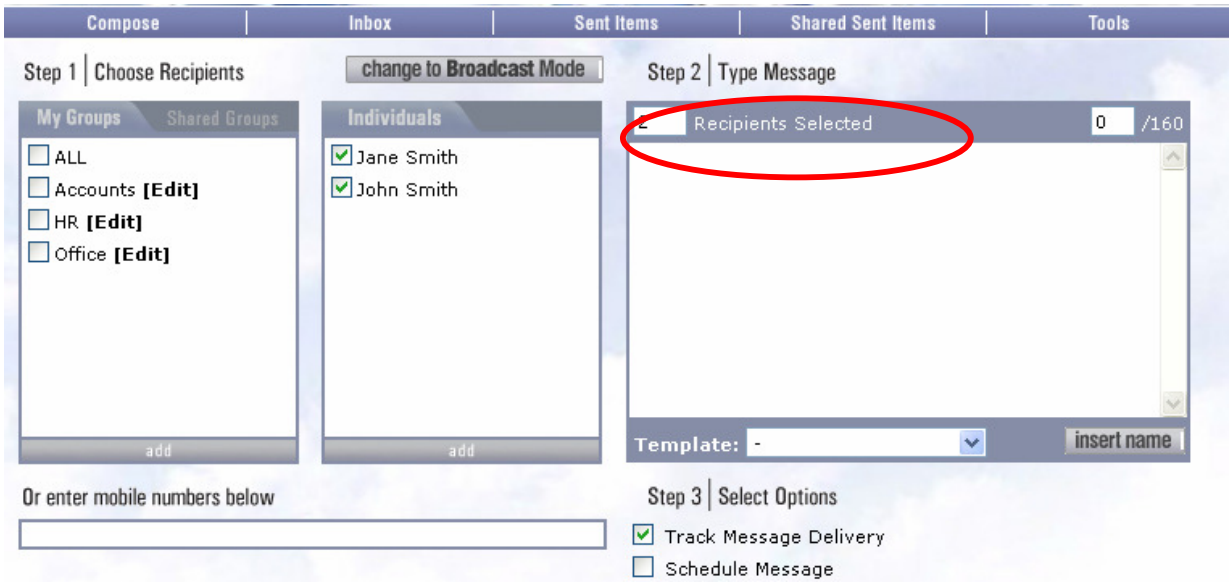
Please note that your PC does not need to be on, or logged into WebSMS for this to work. Any messages over 160 characters will be split into two messages.

Step 1: Click on the “Tools” tab.
Step 2: Click on the “Enable/Disable Auto Fowarding” link.
Step 3: Tick the check box next to the “Enable Auto Fowarding to mobile number” label and type in the nominated mobile number that will receive the forwarded messages. Click “Ok” when you are finished (See Below).



6.7 Recipients

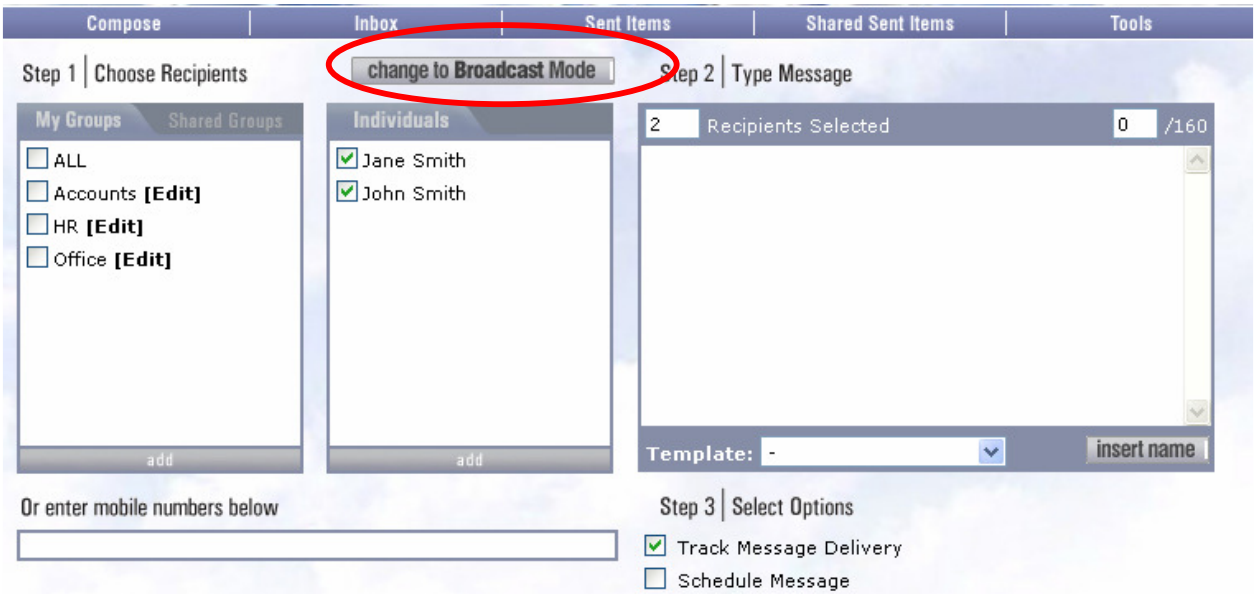
When you tick the checkbox for an individual or group of recipients, the boxes ticked become the recipients of the message which you are trying to send. You will see a tallied list of recipients integrated into the “Type Message” box (See Below).



REMEMBER: If sending to more than 50 recipients, a "confirmation window" will appear before you officially send the message.

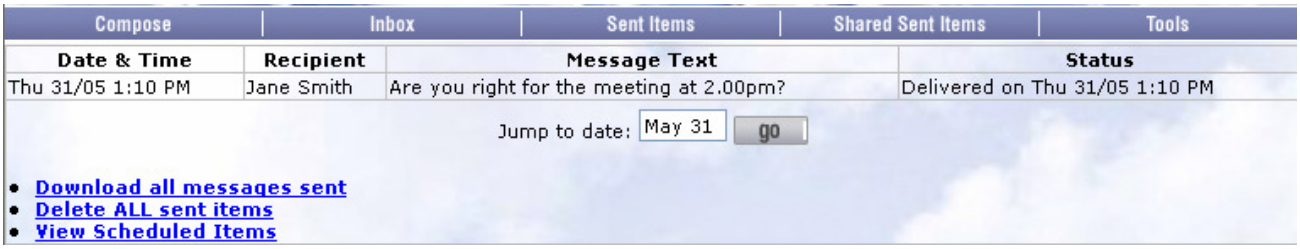
6.8 Broadcast Mode

To avoid delays when sending large batches of group messages, select "Broadcast Mode". If "Broadcast Mode" is not selected, it will take a long time for all the individuals to be loaded into the recipient tally box, integrated into the "Type Message" box.



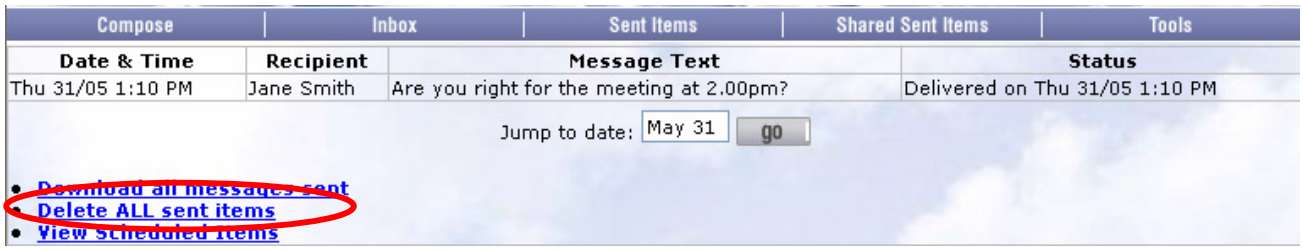
6.9 Sent Items

Your "Sent Items" box details all the items sent from your WebSMS login ONLY. Any Messages that you personally have sent from your account are stored in this box, along with the details of any delivery reports that you have requested also (See Below).

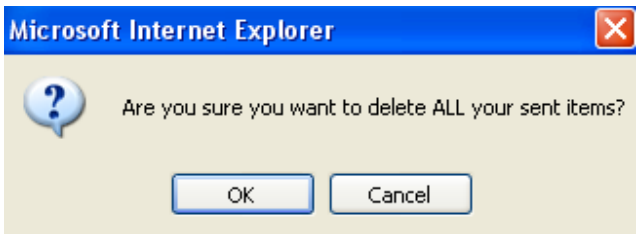


6.10 Deleting Sent Items

To delete all items sent from your WebSMS account click on the "Delete ALL sent items" link at the bottom of the "Sent Items" screen (See Below).



A message-box will appear, confirming that you want to delete all sent items. Click the "O.K" button to complete deletion or "Cancel" to abandon.

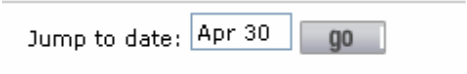


6.11 Shared Sent Items

Your "Shared Sent Items" box details all of the items sent from all WebSMS accounts within your account/company. When you sign up with messagemedia, you are given an administrator login to your WebSMS account. From here, you are able to add as many additional users as required. For any user's set-up on your account, a copy of their "Sent Items" is created in the "Shared Sent Items" box, providing you with a list of what messages have been sent out on your entire account.

6.12 Search by Date

To view messages received or sent on a specific date, enter the Month and Day in the "Jump to date" box, located at the bottom of the "Inbox", "Sent Items" and "Shared Sent Items" screens. Then click the "Go" button (See Below).



6.13 Downloading Message History

WebSMS allows you to download your entire Sent Items history to a Microsoft Excel format spreadsheet.
At the bottom of both your “Sent Items” and “Shared Sent Items” boxes, you will notice the following links:

Sent Items

- Download all messages sent

Shared Sent Items

- Download all messages sent (all users)

You can use these links at any time to download your message history to date.

Sent Items Message Download – Downloads all the messages Sent specifically from your own personal login within your WebSMS company account.

Shared Sent Items Message Download (all users) – Downloads all the messages Sent from your entire list of users registered with messagemedia on your WebSMS account.

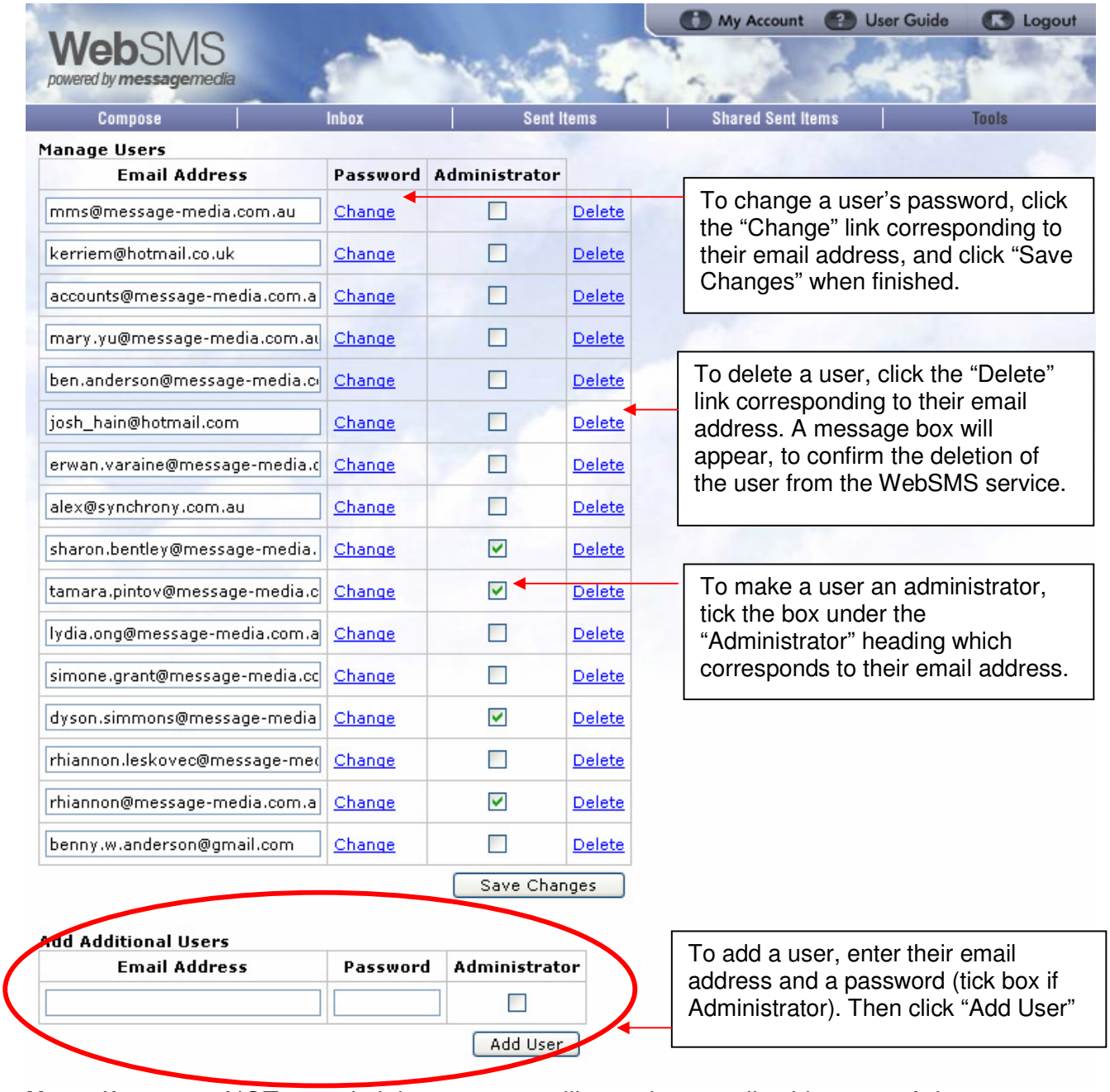
7.0 Administrator Functions

Administrator accounts within the WebSMS Messaging environment have the authority to perform actions that standard users are unable to do. When your WebSMS account was initially activated with messagemedia, you would have been set-up with 1 user who was checked as an account administrator.

7.1 Managing Users

Administrators can manage the users of their messagemedia WebSMS accounts by simply logging into WebSMS with the designated admin email. Within this function, the administrator is able to edit passwords, designate extra administrators, delete and add users and also edit email logins.

Step 1: Click on the “Tools” tab on the Navigation Bar, and select “Manage Users”.
Step 2: The image below displays the structure for editing users.



Note: If you are NOT an administrator, you will see the e-mail addresses of the account administrators, when you click on the "Mange Users" link:

You can contact your account administrators from here by clicking on the links to their email addresses.

7.2 Managing Shared Groups

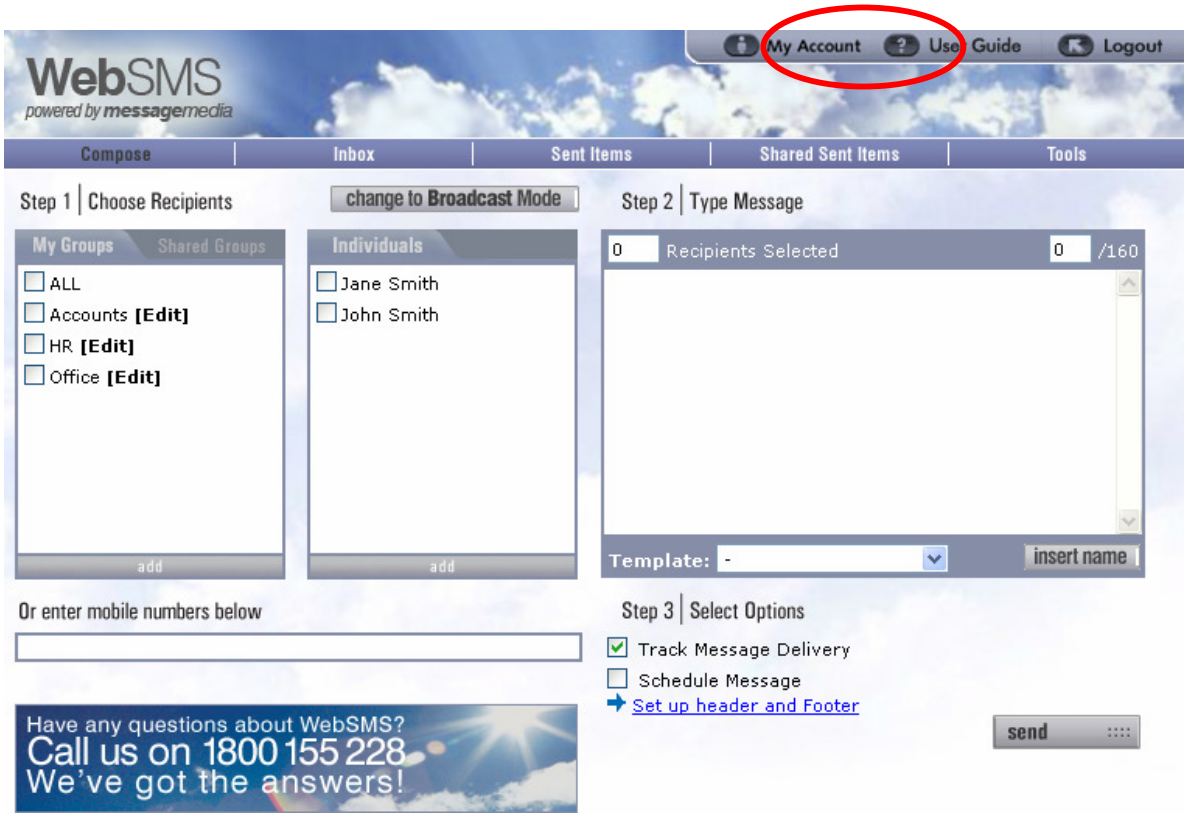
Administrators can manage all shared groups in the same way as all users manage their "My Groups". See Section 3.3 Shared Groups

8.0 Ending a Session

When you need to end your WebSMS session, simply click on “Logout”, which is located in the top left hand corner of the WebSMS window.

9.0 Managing your messagemedia Account

When you successfully log into your WebSMS service, located in the top right-hand corner of the screen is a button labeled “My Account” (See below).
Clicking this button will open a new window from which you can manage your messagemedia account.



If you are an account administrator, then within this service, you will have the rights to:

(Account Related):

→ edit invoice delivery details
→ view invoice history
→ change payment details

(User Related):

→ view usage history of ALL users
→ add users to the account
→ set user credit limit
→ set user email address
→ reset user passwords via email to user and copying the administrator
→ (Admin related):
→ Ability to add/delete users from Administrator status

If you are a standard user, then within this service, you will have the rights to:

→ view your company details
→ view your usage

10.0 messagemedia Contacts

For sales enquiries, please contact: 1800 009 767
For technical support enquiries, please call: 1800 155 228 or support@message-media.com.au